

গণপ্রজাতন্ত্রী বাংলাদেশ সরকার
স্বাস্থ্য ও পরিবার কল্যাণ মন্ত্রণালয়
স্বাস্থ্য সেবা বিভাগ
পরিকল্পনা অনুবিভাগ, স্বাস্থ্য-২ অধিশাখা
বাংলাদেশ সচিবালয়, ঢাকা



নং- ৪৫.০০.০০০০.১৯২.০২৪.০২৫.২০১৯(অংশ-৩)১৬৭

তারিখ: ০৪ আশ্বিন ১৪২৮
১৯ সেপ্টেম্বর ২০২১

বিষয়: Revised Stakeholder Engagement Plan (SEP) and Human and Occupational Resources Management Procedure (HORMP) স্বাস্থ্য সেবা বিভাগের ওয়েবসাইটে আপলোড করা প্রসঙ্গে।

উপর্যুক্ত বিষয়ের পরিপ্রেক্ষিতে জানানো যাচ্ছে যে, স্বাস্থ্য সেবা বিভাগ কর্তৃক বাস্তবায়নাধীন 'Health and Gender Suport Project (HGSP) এ জনাব মোঃ হাবিবুর রহমান World Bank এর National Consultant-Social Development Specialist হিসেবে কাজ করছেন। তিনি তার কাজের অংশ হিসেবে Human and Occupational Resources Management Procedure (HORMP) তৈরী এবং Stakeholder Engagement Plan (SEP) document সংশোধন করেছেন। উক্ত document গুলো যেকোন সময়ে পরিবর্তনশীল বা editable।

০২। বর্ণিতাবস্থায়, উক্ত document গুলো স্বাস্থ্য সেবা বিভাগের Website এ upload করার পরবর্তী প্রয়োজনীয় ব্যবস্থা গ্রহণের জন্য নির্দেশক্রমে প্রেরণ করা হলো।

সংযুক্তি- বর্ণনামতে ০২ (প্রস্থ)।

(খন্দকার মোহাম্মদ আলী)

উপসচিব

ফোনঃ ৯৫৪০২৩৫

E-mail: khmdali74@yahoo.com

সিস্টেম এনালিস্ট

স্বাস্থ্য ও পরিবার কল্যাণ মন্ত্রণালয়
বাংলাদেশ সচিবালয়, ঢাকা।

অনুলিপি সদয় অবগতির জন্য (জ্যেষ্ঠতার ক্রমানুসারে নয়):

- ১। মাননীয় মন্ত্রীর একান্ত সচিব, স্বাস্থ্য ও পরিবার কল্যাণ মন্ত্রণালয়, বাংলাদেশ সচিবালয়, ঢাকা।
- ২। সিনিয়র সচিব মহোদয়ের একান্ত সচিব, স্বাস্থ্য সেবা বিভাগ, স্বাস্থ্য ও পরিবার কল্যাণ মন্ত্রণালয়, বাংলাদেশ সচিবালয়, ঢাকা।
- ৩। অতিরিক্ত সচিব (পরিকল্পনা) মহোদয়ের ব্যক্তিগত কর্মকর্তা, স্বাস্থ্য সেবা বিভাগ, স্বাস্থ্য ও পরিবার কল্যাণ মন্ত্রণালয়, বাংলাদেশ সচিবালয়, ঢাকা।

Chapter 5: Grievance Redress Mechanism

The Host Community at CXB district including small ethnic communities residing at CXB Township, the FDMNs at the Camps, and the Tourists visiting CXB and any other stakeholder may submit comments or complaints at any time by using the project's Grievance Redress Mechanism (GRM). The overall objectives of the GRM are to:

- Provide a transparent process for timely identification and resolution of issues affecting the project and people, including issues related to the environmental impact. Strengthen accountability to beneficiaries, including project-affected people.
- Decrease the risk of poor management of construction activities due to early-warning mechanism.
- Record and refer HNP and GBV services related complaints, including sexual harassment/abuse by Health and Family Planning related staffs at DSH, UHC, UFWC and OCC.

The GRM will be accessible to all Internal, external, and international stakeholders, including affected people, community members, civil society, media, vulnerable people and other interested parties. External stakeholders including international and regional can use the GRM to submit complaints, feedback, queries, suggestions, or even compliments related to the overall management and implementation of the Health and Gender Support Project. The GRM is intended to address issues and complaints in an efficient, timely, and cost-effective manner. A separate mechanism will be available for the laborers working under contractors and sub- contractors at different tiers of Health Service providers at CXB. The GRM is also available online (in Ministry of Health Site) so that grievances can be submitted without the need for physical interaction, especially during the time of COVID-19 pandemic.

According to the GRM, the Grievance Redress Committees (GRCs) are being established at three levels: (i) Ministry level (ii) District level, and (iii) Upazilla Level:

At Ministry (PMMU) Level:

- | | |
|----------------------------------------------------|--------------------|
| 1. Additional Secretary, MOHFW & PD HGSP | - Convener |
| 2. Joint Secretary, MOWCA & PD-MSPVAW | - Member |
| 3. Joint Secretary, PMMU, MOHFW (External Monitor) | - Member |
| 4. Social Development Specialist, HGSP | - Member |
| 5. Deputy Secretary (Planning-2), MOHFW | - Member Secretary |

Roles and Responsibilities

- (i) The GRC will hold a meeting quarterly and can call for emergency meeting any time depending on the severity of the complaint(s) to resolve the issues.
- (ii) The member secretary shall place the grievance(s) to the committee for disposal referred from the district GRC or received from any other sources.
- (iii) The member secretary shall prepare the meeting resolution as per given format for documentation.

- (iv) If an aggrieved person is not satisfied with the resolution at the ministry (PMMU) level GRC, s/he may pursue the case for legal remedies in the court.
- (v) The GRC can consider the relevant guiding steps as per the SEP (Stakeholder Engagement Plan).

At District Level:

- | | |
|--------------------------------------------------|--------------------|
| 1. Civil Surgeon, Cox's Bazar & DPM, HGSP | - Convener |
| 2. Deputy Director, (Women Affairs), Cox's Bazar | - Member |
| 3. Environmental Specialist, HGSP | - Member |
| 4. Representative from UNFPA in Cox's Bazar | - Member |
| 5. Medical Officer, Civil Surgeon Office, (MOCS) | - Member Secretary |

Roles and Responsibilities

- (i) The GRC will meet once in a month. In addition, it can call for emergency meeting any time depending on the severity of the complaint(s) to resolve the issue(s).
- (ii) The member secretary shall place the grievance(s) received from upazila GRCs and/or any other sources to the committee for disposal.
- (iii) The member secretary shall forward the meeting resolution (as per given format) to PMMU (Email: rcmita@gmail.com), MOHFW.
- (iv) If an aggrieved person is not satisfied with the resolution at the district level GRC, s/he may appeal to the Ministry (PMMU) Level GRC in Dhaka. The district level GRC may also refer a case to the ministry (PMMU) level GRC, if it considers intervention is necessary from the ministry (PMMU) level.
- (v) The GRC should follow the 5 steps as per the SEP (Stakeholder Engagement Plan)

At Upazila Level:

- | | |
|-------------------------------------------------------|--------------------|
| 1. Upazila Health and Family Planning Officer (UHFPO) | - Convener |
| 2. Respective Union Parishad Chairman | - Member |
| 3. Upazila Family Planning Officer (UFPO) | - Member |
| 4. Upazila Women Affairs Officer | - Member |
| 5. Representative of the Affected People | - Member |
| 6. Representative from Local NGO | - Member Secretary |

Roles and Responsibilities

- (i) The GRC will meet at least once in a month. It can call for emergency meeting any time depending on the severity of the complaint(s) to resolve the issue(s).
- (ii) The member secretary shall record the grievance(s) as per provided "GRM log" and place to the committee for disposal.